**WE APPRECIATE YOUR FEEDBACK**

Shell Indonesia is happy to receive and respond to your feedback and questions. Please submit your feedback and questions via the following channels\*:

• Website: [Hubungi kami | Shell Indonesia](https://www.shell.co.id/in_id/tentang-kami/contact-us.html)

• Email address: [infoumum-id@shell.com](mailto:infoumum-id@shell.com)

• Phone: 007-803-011-4861 (press 4 – for suggestions and other questions)

• Mail correspondence:

PT Shell Indonesia  
Community Feedback Service  
Talavera Office Park, 22nd Floor -26  
Jl. TB Simatupang Kav. 22 – 26  
Jakarta 12430

• Shell Contractor Partners (during the mobility stations construction)

• Shell Mobility Retailer Partners (SPBU operators)

Our team will endeavor to contact you and confirm receipt of your feedback/questions within two working days. Communication and visits to you can be made to discuss follow-up actions according to the agreement of both parties before implementation is carried out.

Thank you

Shell Indonesia

\*We respect your personal data, including if you choose not to include your name. However, in order to make us enable to contact you, we need a telephone number or address where you can be reached.